TABLE OF CONTENTS	Page iii
Department of Forensic Science	Issue No.: 1A
QUALITY MANUAL	Issue Date: 1-February-2006

### TABLE OF CONTENTS

## 1 Statement of Quality Policy

# 2 Mission, Functions and Capabilities

- 2.1 Mission
- 2.2 History
- 2.3 Mandated Functions
- 2.4 Capabilities

### 3 Organization and Management

- 3.1 Overview of Organization
- 3.2 Management Responsibilities
- 3.3 Department Organizational Chart

## 4 Quality System Manuals and Control

- 4.1 Quality System Manuals
- 4.2 The Manual Custodian and the Issuer
- 4.3 Master File of QS Manuals
- 4.4 Control of Changes to QS Manuals
- 4.5 New Issues of and Amendments to Manuals
- 4.6 Standard Operating Procedures, Administrative Operating Procedures, and Regional Operating Procedures

### 5 Service to the Client

### 6 Contracting of Tests

- 6.1 Policy
- 6.2 Prior to Contract Award
- 6.3 Quality Assurance Requirements

### 7 Complaints

7.1 Investigation of Complaints

### 8 Discrepancies and Corrective Actions

- 8.1 Overview
- 8.2 Minor Discrepancies
- 8.3 Major Discrepancies
- 8.4 Corrective Actions Minor Discrepancies
- 8.5 Corrective Actions Major Discrepancies
- 8.6 Special Audit
- 8.7 Completed Cases Released to Clients

### 9 Preventive Actions

- 9.1 Principle
- 9.2 Actions Leading to Opportunities for Improvement
- 9.3 Action Plans

TABLE OF CONTENTS		Page iv
Department of Forensic Science	Issue No.:	1A
QUALITY MANUAL	Issue Date:	1-February-2006

### 10 Audits

- 10.1 Policy
- 10.2 Internal Audits
- 10.3 External Audits
- 10.4 Documentation

## 11 Management Review

- 11.1 Purpose
- 11.2 Responsibility and Timing
- 11.3 Review
- 11.4 Documentation

### 12 Reporting Results

- 12.1 Policy
- 12.2 Procedures
- 12.3 Terminated Cases
- 12.4 Amended Reports
- 12.5 Supplemental Reports
- 12.6 Examiner's Responsibility
- 12.7 Certified Copy

### 13 Case Files and File Administration

- 13.1 Policy
- 13.2 Assignment of Forensic Science Laboratory Numbers
- 13.3 Assignment of Item Numbers
- 13.4 Evidence Item Descriptions
- 13.5 Interrelated Submissions
- 13.6 Case Files
- 13.7 Administrative Documentation
- 13.8 Examination Documentation
- 13.9 Storage and Disposition of Case Files
- 13.10 Controlled Substance Certificates of Analysis
- 13.11 Expungement of Records
- 13.12 Requests for Information
- 13.13 Court Ordered Examinations
- 13.14 Records Security

### 14 Monitoring Results

- 14.1 Administrative Review of Certificates of Analysis
- 14.2 Technical Review of Case Files
- 14.3 Technical Review of Convicted Offender Sample Analysis
- 14.4 Testimony Monitoring
- 14.5 Proficiency Testing

### 15 Personnel and Training

- 15.1 Principle
- 15.2 Position Requirements and Job Descriptions
- 15.3 Personnel Evaluations

	Page v
Department of Forensic Science Issu	ie No.: 1A
QUALITY MANUAL Issue	e Date: 1-February-2006

- 15.4 General Training
- 15.5 Training of Forensic Scientists
- 15.6 Certification
- 15.7 Technical Support Staff
- 15.8 Continuing Education and Training
- 15.9 Training Documentation

## 16 Facilities and Security

- 16.1 Policy
- 16.2 Building Criteria
- 16.3 Physical Security
- 16.4 Personnel Security

#### 17 Technical Procedures and Manuals

- 17.1 Principle
- 17.2 Procedures
- 17.3 Manuals

### 18 Supplies and Services

- 18.1 Purchasing
- 18.2 Specification of Supplies and Services
- 18.3 Standards and Reagents
- 18.4 Receipt and Storage

### 19 Equipment

- 19.1 Policy
- 19.2 General Requirements
- 19.3 Technical Equipment

## 20 Evidence Handling

- 20.1 Policy
- 20.2 Evidence Receipt
- 20.3 Evidence Transfer
- 20.4 Evidence Return
- 20.5 Chain of Custody Practices
- 20.6 Evidence Seals
- 20.7 Convenience Packages
- 20.8 Evidence Storage
- 20.9 Evidence Handling Practices
- 20.10 Evidence Handling Practices for Instrument Support Requests
- 20.11 Transfer of Submissions to/from Other Agencies
- 20.12 Evidence Handling Practices for Toxicology

**Appendix A:** Glossary

Appendix B: Organizational Chart

Appendix C: Forms